DESIGNING FOR

COMPREHENSIVE SUPPORT

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Once upon a time:

SUPPORT WAS

THE RIGHT ASSET AT THE RIGHT TIME

AT THE RIGHT PLACE

THE REALITY TODAY:

PERFORMANCE BASED LOGISTICS

PERFORMANCE WARRANTIES

AUTONOMOUS OPERATION

MORE EMPHASIS ON CONTRACTOR PERFORMANCE

HOW DO WE ACCOMMODATE THIS CHANGE IN PHILOSOPHY ?

UNDERSTAND THE REQUIREMENTS

DESIGN A PRODUCT THAT CAN ACHIEVE THEM

WARRANTIES:

AVAILABILITY…..

INHERIENT ?

ACHIEVED ?

OBSERVED ?

MAINTAINABILITY ?

RELIABILITY ?

TRAININ G?

DIAGNOSTICS ?

SPARES?

ALL THE ABOVE?

HOW DO YOU ACHIEVE THE LEVEL NEEDED ?

ACTUALLY THE CORRECT ANSWER IS:

"ALL THE ABOVE"

BUT,

IN A STRUCTURED, OPTIMIZED APPROACH WHICH BALANCES ACQUISITION COST, CAPABILITY, PERFORMANCE AND SUPPORT COST i.e.

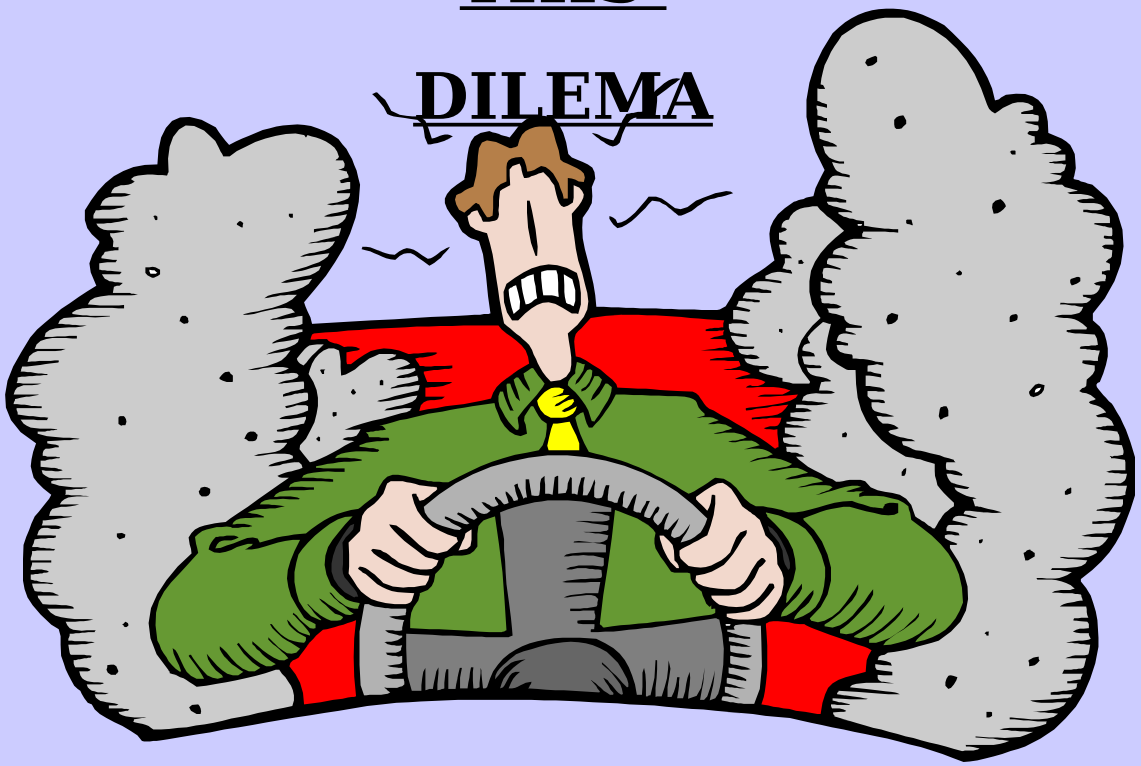
"A STRUCTURED SYSTEMS ENGINEERING PROCESS"

THE CLASSIC FUNDING BATTLE

IS A PRIMARY REASON FOR THIS

DILEMA

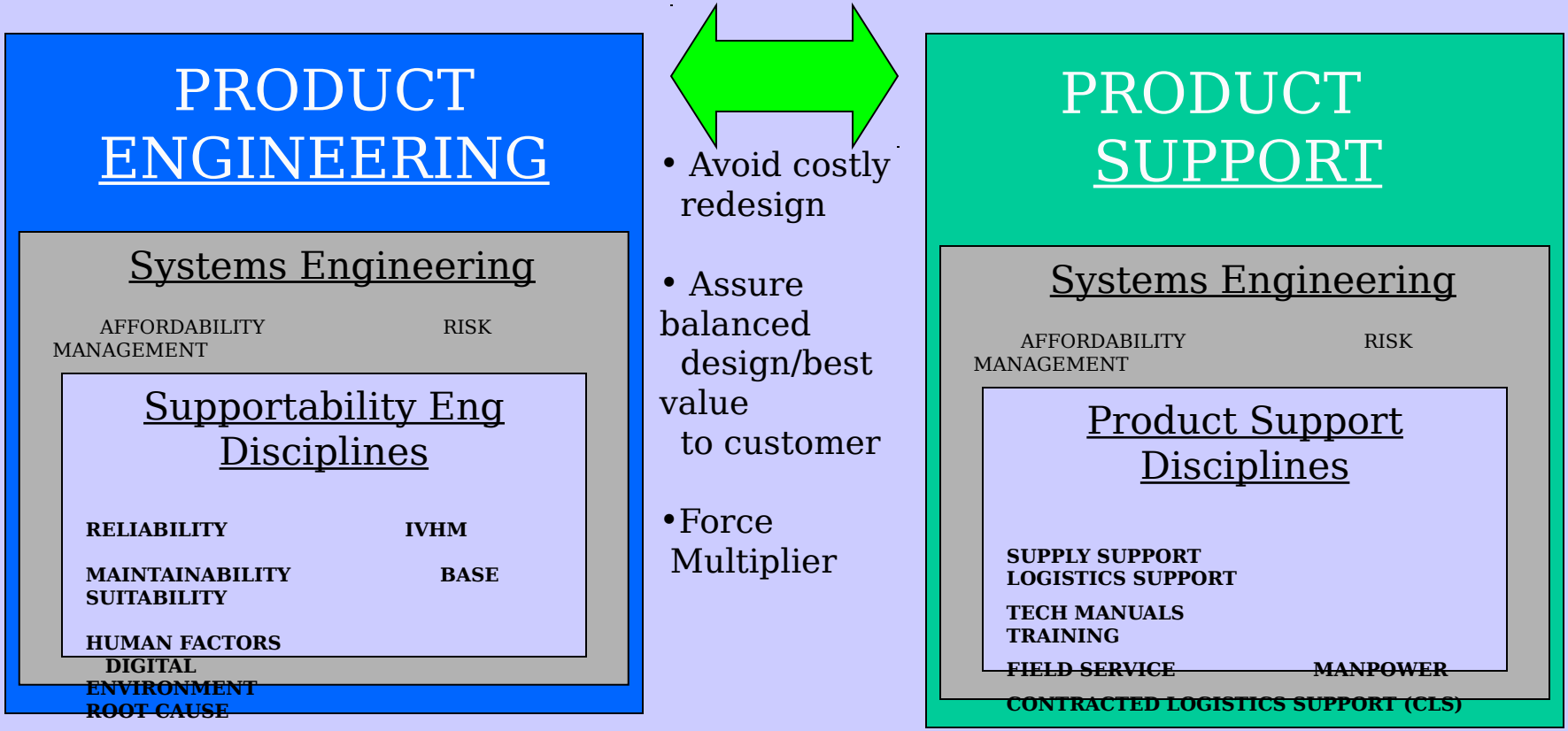
D E S I G N



S U P P O R T

VISION OF SUPPORTABILITY

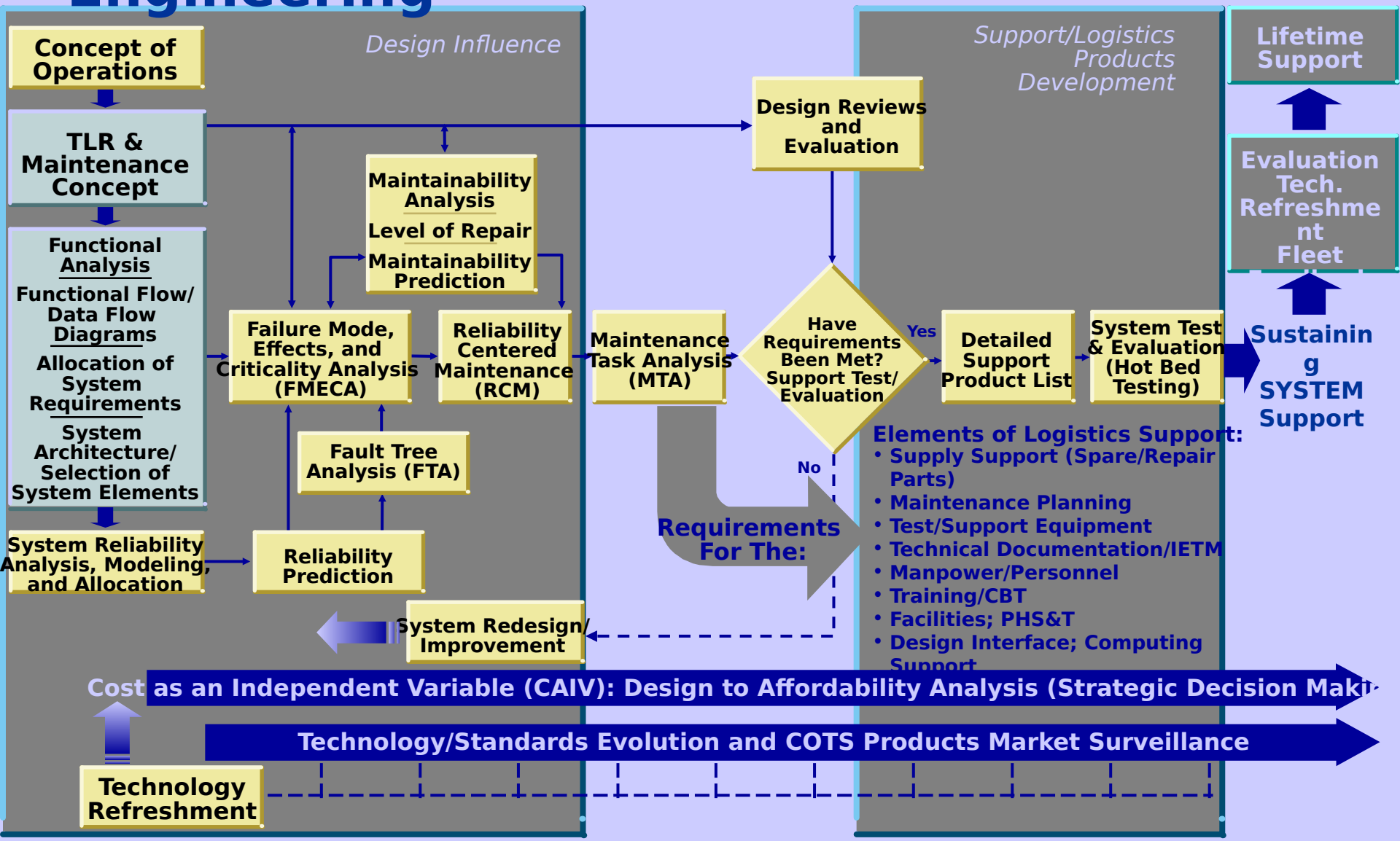
An integral part of a disciplined SE process that provides the bridge between front end product design thru effective field support



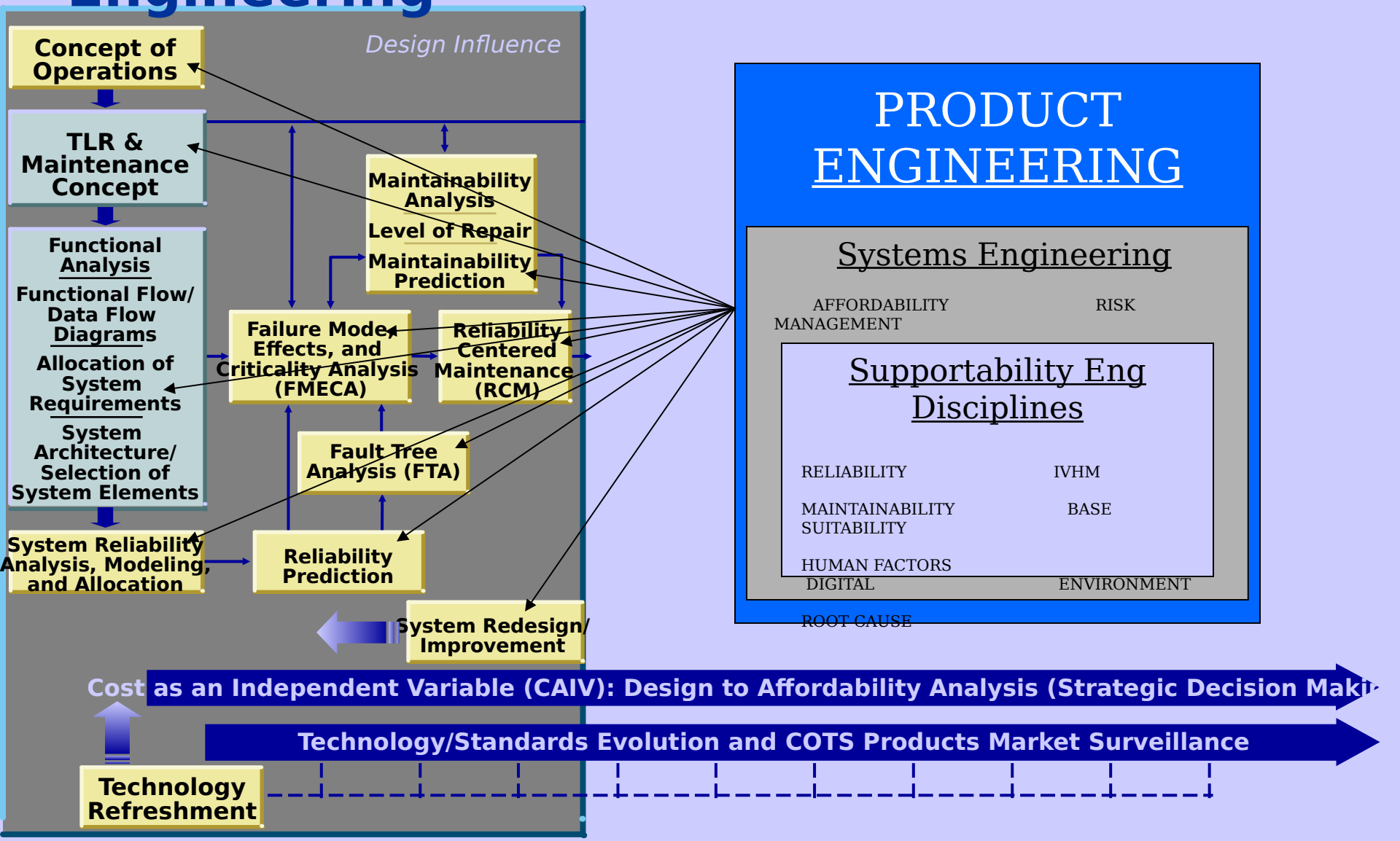
Customer Coordination/Feedback

Systems and Supportability Engineering

STEVENS Institute of Technology



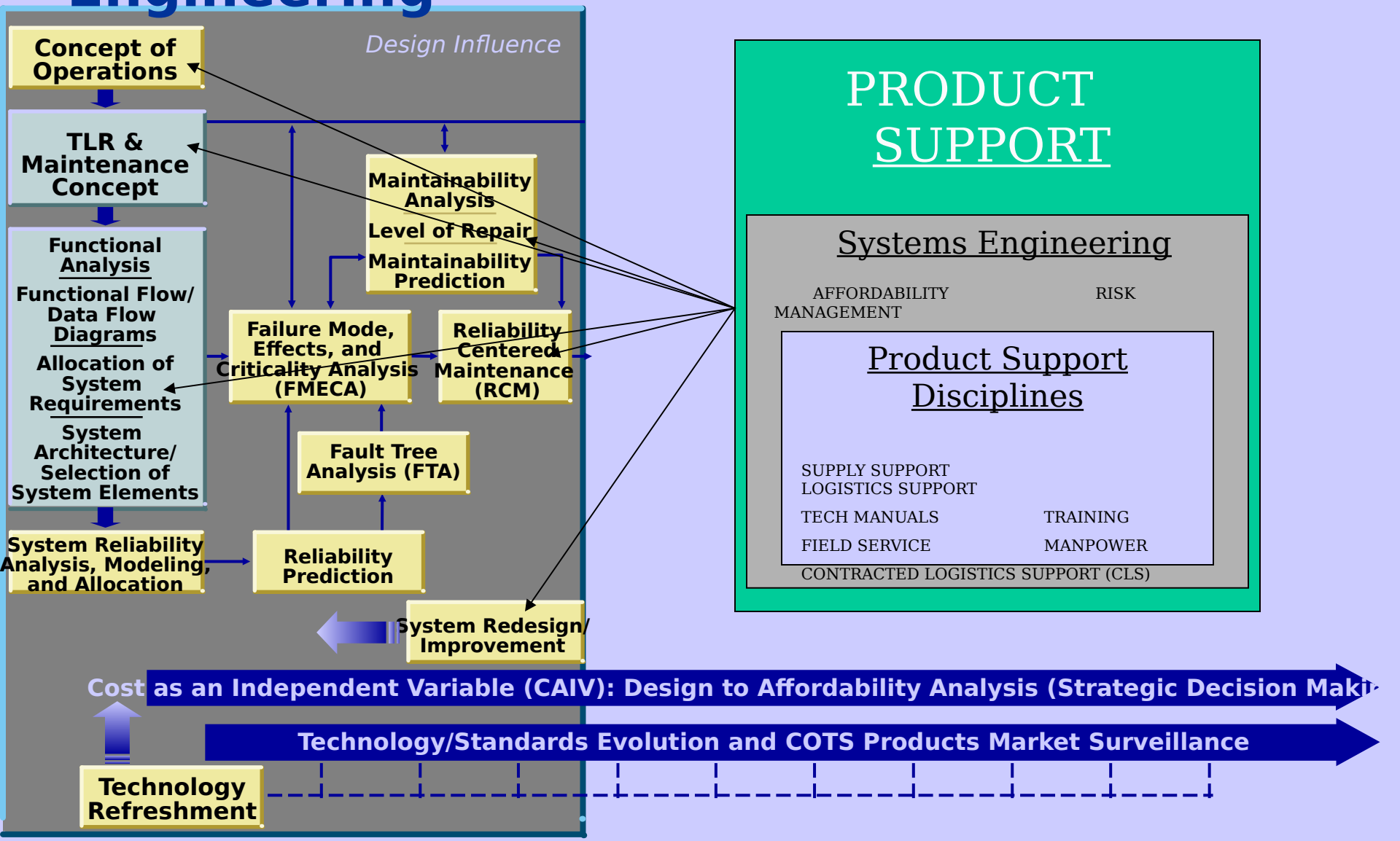
Systems and Supportability Engineering



LIKEWISE,

THE TRADITIONAL SUPPORT FUNCTIONS ALSO HAVE A ROLE IN THE DESIGN INFLUENCE TASK

Systems and Supportability Engineering



SUMMARY:

UNDERSTAND WHAT YOU ARE REQUIRED TO DO

IDENTIFY REQUIREMENTS EARLY

TRANSLATE REQUIREMENTS INTO DESIGN CRITERIA AND DESIGN REQUIREMENTS

MONITOR PERFORMANCE

THANK YOU

AND

QUESTIONS